

Symantec Enterprise Security Manager™ Modules for Microsoft SQL Server Databases Release Notes

Release 2.1 for Symantec ESM 6.0, 6.1, and 6.5.x

For Windows 2000, Windows Server 2003, and Windows XP
SQL 2000 and SQL 2005



Symantec ESM Modules for MSSQL Release Notes

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Technical support

As part of Symantec Security Response, the Symantec Global Technical Support group maintains support centers throughout the world. The Technical Support group's primary role is to respond to specific questions on product feature/function, installation, and configuration, as well as to author content for our Web-accessible Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering as well as Symantec Security Response to provide Alerting Services and Virus Definition Updates for virus outbreaks and security alerts.

Symantec technical support offerings include:

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- Telephone and Web support components that provide rapid response and up-to-the-minute information
- Upgrade insurance that delivers automatic software upgrade protection
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- Global support from Symantec Security Response experts, which is available 24 hours a day, 7 days a week worldwide in a variety of languages
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Please visit our Web site for current information on Support Programs. The specific features that are available may vary based on the level of support purchased and the specific product that you are using.

Licensing and registration

If the product that you are implementing requires registration and/or a license key, the fastest and easiest way to register your service is to access the Symantec licensing and registration site at www.symantec.com/certificate. Alternatively, you may go to www.symantec.com/techsupp/ent/enterprise.htm, select the product that you wish to register, and from the Product Home Page, select the Licensing and Registration link.

Contacting Technical Support

Customers with a current support agreement may contact the Technical Support group by phone or online at www.symantec.com/techsupp.

Customers with Platinum support agreements may contact Platinum Technical Support by the Platinum Web site at www-secure.symantec.com/platinum/.

When contacting the Technical Support group, please have the following:

- Product release level
- Hardware information
- Available memory, disk space, NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description
 - Error messages/log files
 - Troubleshooting performed prior to contacting Symantec
 - Recent software configuration changes and/or network changes

Customer Service

To contact Enterprise Customer Service online, go to www.symantec.com, select the appropriate Global Site for your country, then choose Service and Support. Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information on product updates and upgrades
- Information on upgrade insurance and maintenance contracts
- Information on Symantec Value License Program
- Advice on Symantec's technical support options
- Nontechnical presales questions
- Missing or defective CD-ROMs or manuals

Technical support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product feature and function, installation, and configuration. The Technical Support group also authors content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec technical support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- A telephone and web-based support that provides rapid response and up-to-the-minute information
- Upgrade insurance that delivers automatic software upgrade protection
- Content Updates for virus definitions and security signatures that ensure the highest level of protection
- Global support that is available 24 hours a day, 7 days a week worldwide. Support is provided in a variety of languages for those customers that are enrolled in the Platinum Support program
- Advanced features, including Technical Account Management

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL:

www.symantec.com/techsupp/

Select your country or language under Global Support. The specific features that are available may vary based on the level of maintenance that was purchased and the specific product that you are using.

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL:

www.symantec.com/techsupp/

Select your region or language under Global Support.

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to recreate the problem.

When contacting the Technical Support group, please have the following information available:

- Product release level
- Hardware information

- Available memory, disk space, NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description
 - Error messages/log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/techsupp/

Select your region or language under Global Support, and then select the Licensing and Registration page.

Customer Service

Customer service information is available at the following URL:

www.symantec.com/techsupp/

Select your country or language under Global Support.

Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade insurance and maintenance contracts
- Information about Symantec Value License Program
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Maintenance agreement resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:

- Asia-Pacific and Japan: contractsadmin@symantec.com
- Europe, Middle-East, and Africa: semea@symantec.com
- North America and Latin America: [supportolutions@symantec.com](mailto:supportsolutions@symantec.com)

Additional Enterprise services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively. Enterprise services that are available include the following:

Symantec Early Warning Solutions	These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.
Managed Security Services	These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.
Consulting Services	Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring and management capabilities, each focused on establishing and maintaining the integrity and availability of your IT resources.
Educational Services	Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.

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Release notes for Symantec ESM modules for MSSQL Server 2000 and 2005 Release 2.1

This document summarizes the enhancements and features that are added to Symantec ESM modules for Microsoft SQL Server 2000 and 2005 Databases in release 2.1. Full documentation is included in the current *Symantec ESM Modules for Microsoft SQL Server Databases User's Guide*.

Enhancements

This release of Symantec Enterprise Security Manager™ Modules for Microsoft SQL Server Release 2.1 provides the following enhancements:

- Support for the following:
 - Silent installation of the Symantec ESM modules for Microsoft SQL Server databases
 - Silent configuration of the Microsoft SQL Servers
- Two new options -r and -C to added for Mssqlsetup.exe

System requirements

[Table 2-1](#) lists the operating systems on which the ESM application modules for Microsoft SQL Server can be installed.

Table 2-1 Operating systems for ESM application modules

Supported operating systems	Supported OS versions
Windows (32-bit)	2000
Windows (32-bit)	XP
Windows (32-bit)	2003 Server

[Table 2-2](#) lists the Microsoft SQL Server operating systems on which the ESM application modules for Microsoft SQL Server can report.

Table 2-2 Microsoft SQL Server operating systems for ESM application modules

Supported Microsoft SQL Server operating systems	Supported OS versions	Supported Microsoft SQL Server versions
Windows (x86, Opteron, EM64T, and IA64-bit)	2003 Server	2000, 2005
Windows (32-bit)	2000	2000, 2005
Windows (32-bit)	XP	2000, 2005

Frequently asked questions

- How can I make the ESM modules for Microsoft SQL Server report on Microsoft SQL Server 64-bit databases installed on Windows Server 2003 (Opteron, EM64T, and IA64-bit)?

You can make the existing 32-bit ESM application modules for Microsoft SQL Server report on Microsoft SQL Server 64-bit databases.

On the computer where the 32-bit ESM application module for Microsoft SQL Server is installed, add the Microsoft SQL Server 64-bit database that is installed on Windows Server 2003 (Opteron, EM64T, and IA64-bit) by using the following command:

MSSQLSetup -a

See *Symantec ESM Modules for Microsoft SQL Server Databases User's Guide* for more information.

- How can I change the configuration of an MS SQL Server if its password has been changed?
To change the configuration of a MS SQL Server whose password has been change, do either of the following:
 - Remove the configuration record of that MS SQL Server and add it again silently.
 - Modify the configuration record of that MS SQL server by using the -m option with MSSQLSetup.exe interactively.
- How can I be notified when new releases become available?
Symantec sends the Symantec ESM newsletter to subscribers via email when new releases become available. To subscribe to the newsletter, visit the Symantec Web site at the following URL:
<http://www.symantec.com/techsupp/bulletin/index.html>.

Preserving customized data

Symantec ESM can preserve changes to policies, templates, and messages.

During the upgrade process, the following are retained:

- Template file settings are retained. Template data is stored in the /esm/template directory.
- Policy settings such as identification of enabled security checks and related name lists are retained.
- Changes to message text in .m files are retained only if you also change the message's .customized directive to 1. All other .m file changes are overwritten.

See the *Symantec ESM Security Update 17 User's Guide for UNIX*.

